

- ***If I am Just Watching do I have to Pay to get in***

- Yes Everyone pays to get in the park.
- Dry/Spectator Pass are \$8.00

- ***Can I bring in outside Food***

- No Outside food is permitted into the Waterpark
- We have an on-site concession stand and the hotel has a full service Restaurant

- ***Can I bring in a Birthday Cake***

- If you have a party package booked you can. You can [book one now by clicking here.](#)
- Birthday Cakes & Cupcakes are permitted with the above mentioned packages (Please bring your own plates and utensils)
- Ice Cream is not permitted into the park, we do have Dippin' Dots for sale in the Concession Stand and can be added to your party.

- ***Do you supply Towels***

- We have towels onsite for use in the waterpark

- ***Locker Rentals***

- You can rent lockers through the Gift Shop for \$3.25 plus a \$5.00 Deposit (Returned to you if key is returned by 7:00PM with receipt)
- Locker Rentals are good for One Day Only
- Lockers are personal size and about 1 foot square

- ***Discounts & Coupons***

- Discounts and Coupons can only be used on Full Day Passes
- Not Valid after 4pm or on Discounted Days

- ***Height Requirement***

- Must be 42" Tall to ride the 2 Large Slides
- Can not Ride with another person. Single use only
- Can not utilize flotation device in slides unless built into swim suit

- ***Under 18***

- Must be supervised by a parent or guardian
- Parent or guardian must be in waterpark
- Minors Must be supervised at all times

- ***What age is right for the waterpark***

- Waterparks Target Audience is Children 0-12 years in age so that parents feel more relaxed bringing their younger children.

- ***Do you have to be a hotel guest to utilize the waterpark***

- No, tickets are based on availability with ticket sales going to hotel guests first
- Tickets can only be purchased up to two weeks in advance online. Mid October-End of April [Click here for ticket purchase.](#)
- Outside Entrance for waterpark faces the Target Store.
- ***Always Call for availability before coming***

- ***Children Under 2***

- Are free with the purchase of an adult pass
- Must wear swim diaper (No Exceptions) Normal Diapers do not count
- Must be below 42" tall

- ***Do you have group tickets available***

- Yes Discount pricing starts with party packages with a minimum of 10 tickets
- or groups of 25 or more by contacting Sales at Sales@Palmislandindoorwaterpark.com

- ***What is the water temperature***

- 84 Degrees for the Pools & Slides
- 98.5 For the Spa (This is so children of all ages can be in the SPA)
- Outside Pool is not Heated (Temperature changes everyday)

- ***Do you have an adult SPA***

- Not at this time it is in the plans for the expansion coming in the next few years

- ***Do You have Gift Certificates***

- Yes
- They are sold in \$20.00 increments and are called Sand Dollars
- Can be purchased in the Gift Shop During Normal Hours

- ***Does the Hotel have its own pool***

- No the waterpark has an activity pool with basket ball hoop but the Hotel does not have its own pool.

- ***Do Hotel Guests get to use the park for free***

- If you have a waterpark package you have tickets from check-in until 3pm the next day
- If you do not have a waterpark package you would need to purchase tickets.
- Tickets Purchased in Gift Shop are good only for the day of purchase
- Must have wrist band on to enter the waterpark
- You can pay Cash or Credit Card, We are unable to charge anything to your room.

- ***Waterpark Arcade***

- Is only open during Park Hours
- Utilizes American Currency
- Change Machine On Site

- ***Forms of Payment***

- Cash or Credit Card (Amex, Discover, Visa, MasterCard)
- ATM in Gift Shop and Hotel Lobby

- ***Can you Leave and Come Back***

- Yes you can leave and come back the same day

- ***Free WIFI in WATER-PARK***

- ***Flotation***

- You can bring in your own flotation Devices
- Noddles are not allowed

- ***Bathing Suits***

- Bathing Suits for sale in Gift Shop all suits just \$15.00
- No Rivets, Jewels, or metal that can scratch the slides are allowed
- No Jean Shorts are allowed
- Family Friendly Suits please

• **Locker Rooms**

- Men's and Women's Changing rooms off lobby
- Family Changing room with changing station off lobby
- Lockers are located in the lobby of waterpark

• **Lifeguards**

- All Lifeguards are Redcross CPR & Lifeguard Trained
- Lifeguards Main Job Duties is to watch the Water and Guest Safety
- Lifeguards are not here to be yours or other children's adult supervision please do not ask or force them to be
- Non Life Threatening Questions or Comments Should always be directed to the Gift Shop or Non-Life-Guarding Staff

• ***Water-slides***

- Must Keep Arms and Legs Crossed at All Times in Slide and Lie Down!
- 42" or Taller
- Single Person Occupancy Only
- **Crazy Cobra**
 - Color Changing LED Lighted Slide
 - Slower Slide
- **Paradise Plunge**
 - Green Translucent Slide
 - Lightning Fast Slide